

# MISSOURI PUBLIC SERVICE COMMISSION

FROM THE DESK OF

COMMISSIONER ROBERT M. CLAYTON III

GOVERNOR OFFICE BUILDING • 200 MADISON STREET • SUITE 900

JEFFERSON CITY, MISSOURI 65101

ROBERT.CLAYTON@PSC.MO.GOV

May 2, 2007

Re: Missouri Broadband Deployment and Availability Survey

Dear Telecommunications Provider:

The consumer's access to high-speed, broadband internet service is critical in the modern world of communications. Unlimited amounts of content are now available on the World Wide Web and most of the information can be accessed by anyone from anywhere in the world subject to the speed of the internet connection. Initial offerings of internet service were in the form of dial-up service processing in the range of approximately 1000 bits per second. With the improvements in technology and presence of new infrastructure, internet service is available in certain areas from a multitude of service providers at various speeds. Broadband is generally considered an advanced service connection carrying capacity in excess of 200 kilobits per second in *both* directions.

It is of paramount importance that we know the availability of broadband service, the presence of competition in terms of broadband services and the prices paid by customers for the various broadband service offerings for Missouri consumers. It is my hope that your company or its affiliate is willing to promptly respond to this inquiry so that a snapshot of the above issues can be established.

Please find attached to this e mail a spreadsheet designed to ask questions about broadband service offered by your company or an affiliate. I am attempting to compile the data on an exchange-by-exchange basis with a full understanding of how many customers do not have access to a broadband connection. In addition, I want to know why the broadband service is not offered to the particular customer whether it be due to geographical constraints, technological problems, economic decisions or other reasons. The survey also requests general broadband pricing for the retail customer. I am asking that you complete only the rows in the spreadsheet for the exchanges where your company or affiliate is offering broadband service.

Thank you very much for your assistance in this request for information. If you have any questions or concerns regarding the questions or the level of detail, I would urge you to contact my office at 573-751-4221. For technical assistance in completing the

• (573) 751-4221 •

THE MISSOURI PUBLIC SERVICE COMMISSION WORKS TO ENSURE MISSOURI CITIZENS RECEIVE SAFE, RELIABLE AND AFFORDABLE UTILITY SERVICE. IF YOU HAVE A BILLING QUESTION OR SERVICE-RELATED PROBLEM THAT YOUR UTILITY PROVIDER CANNOT ANSWER, CALL (800) 392-4211, OR VISIT [WWW.PSC.MO.GOV](http://WWW.PSC.MO.GOV)

spreadsheet, please contact Bill Voight at 573-751-4227 or Natelle Dietrich at 573-751-7427. I would respectfully request that you respond no later than noon on Tuesday, May 8, 2007.

Very truly yours,

A handwritten signature in black ink, reading "Robert M. Clayton III". The signature is fluid and cursive, with a horizontal line extending from the end of the name.

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Robert M. Clayton III  
Commissioner

Attachment